

FIG.1

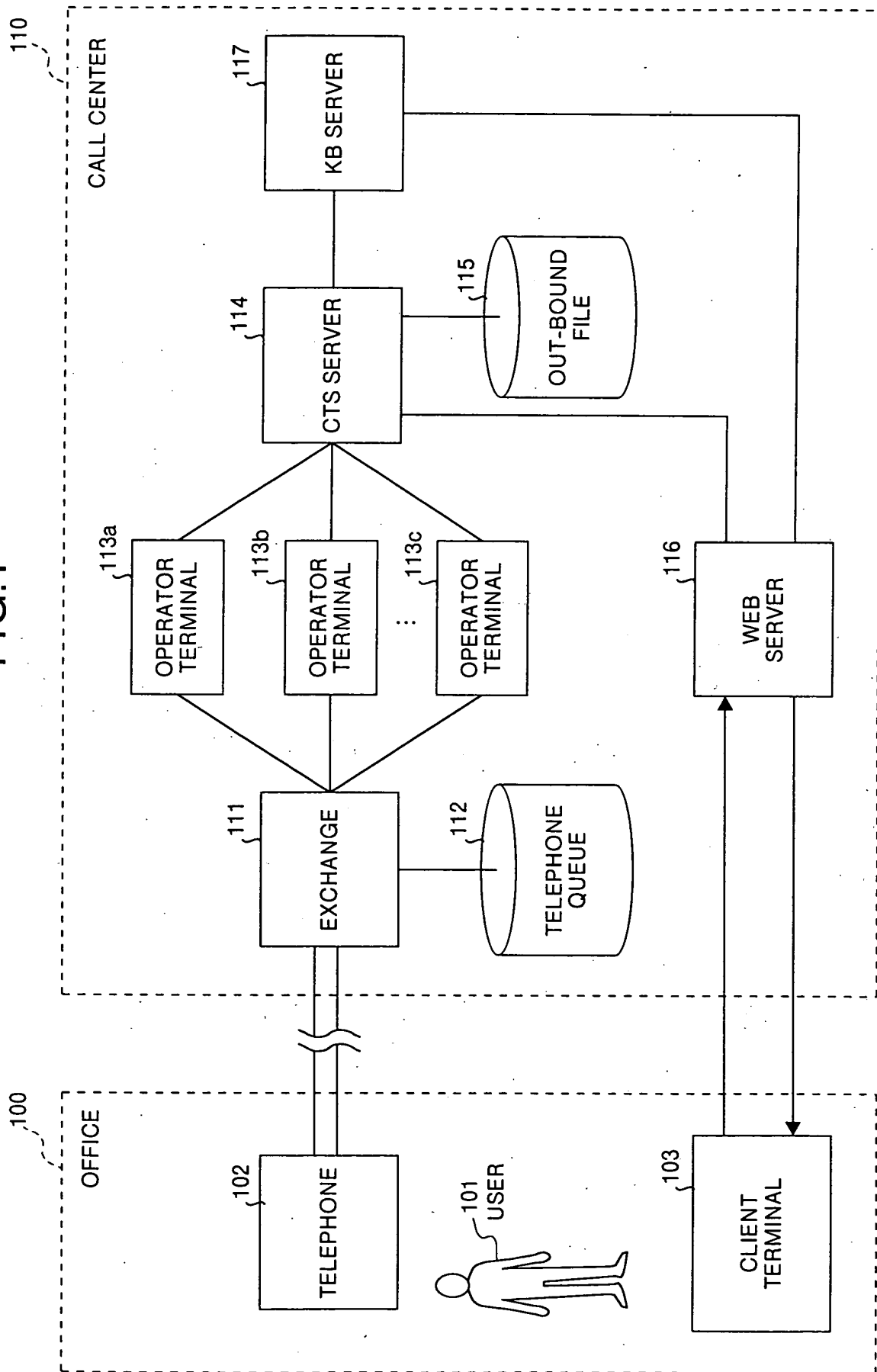


FIG.2

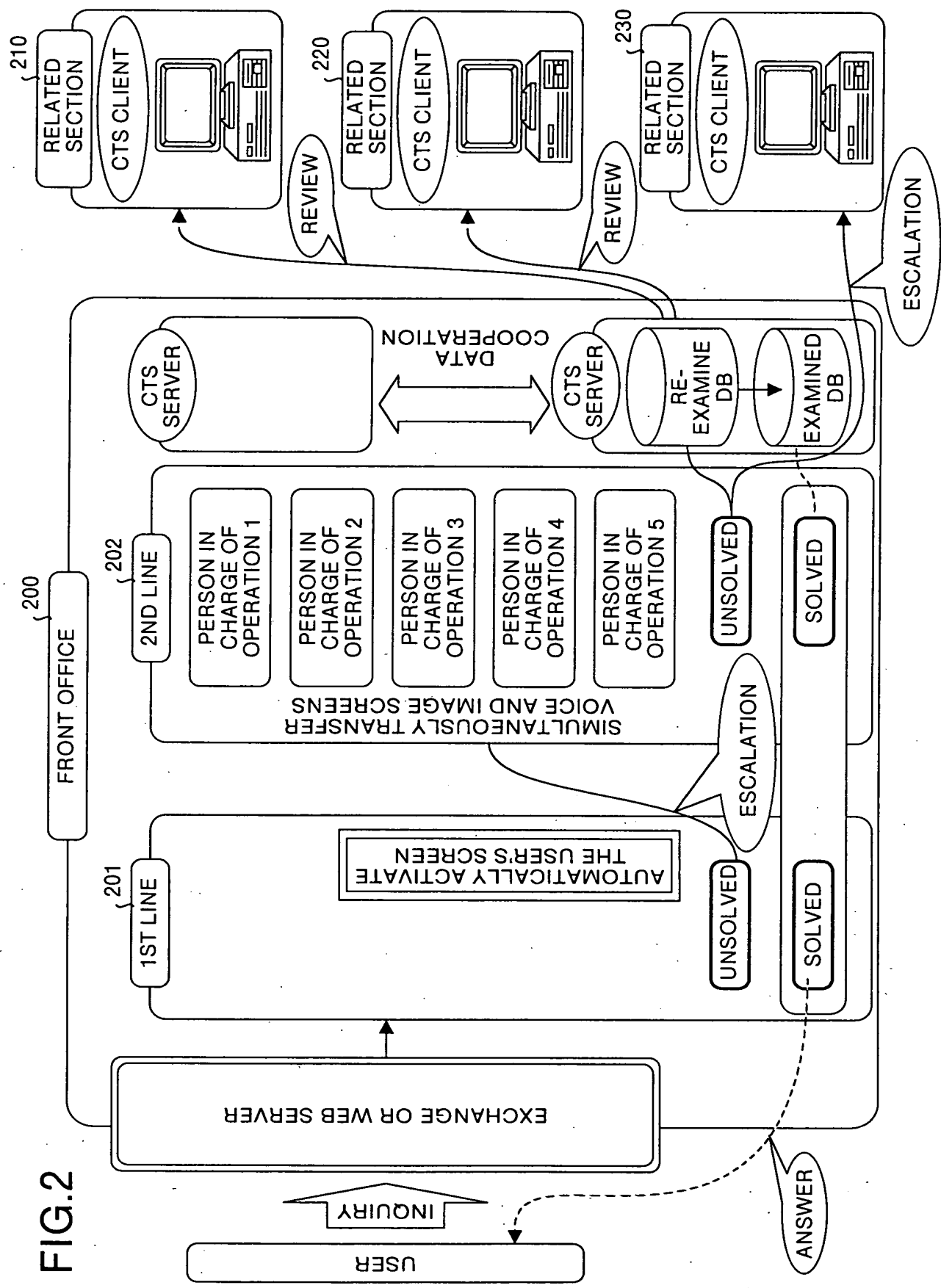
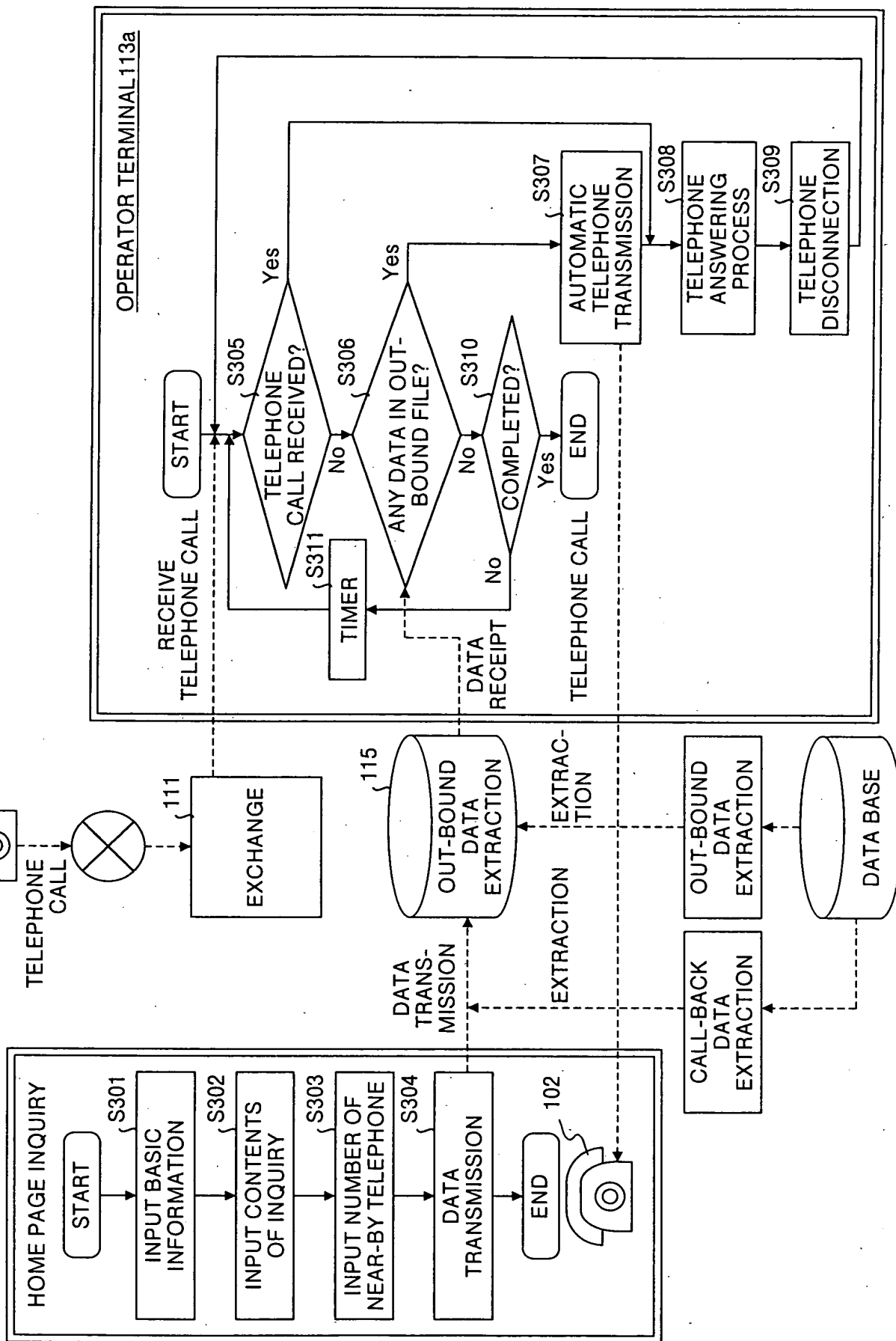
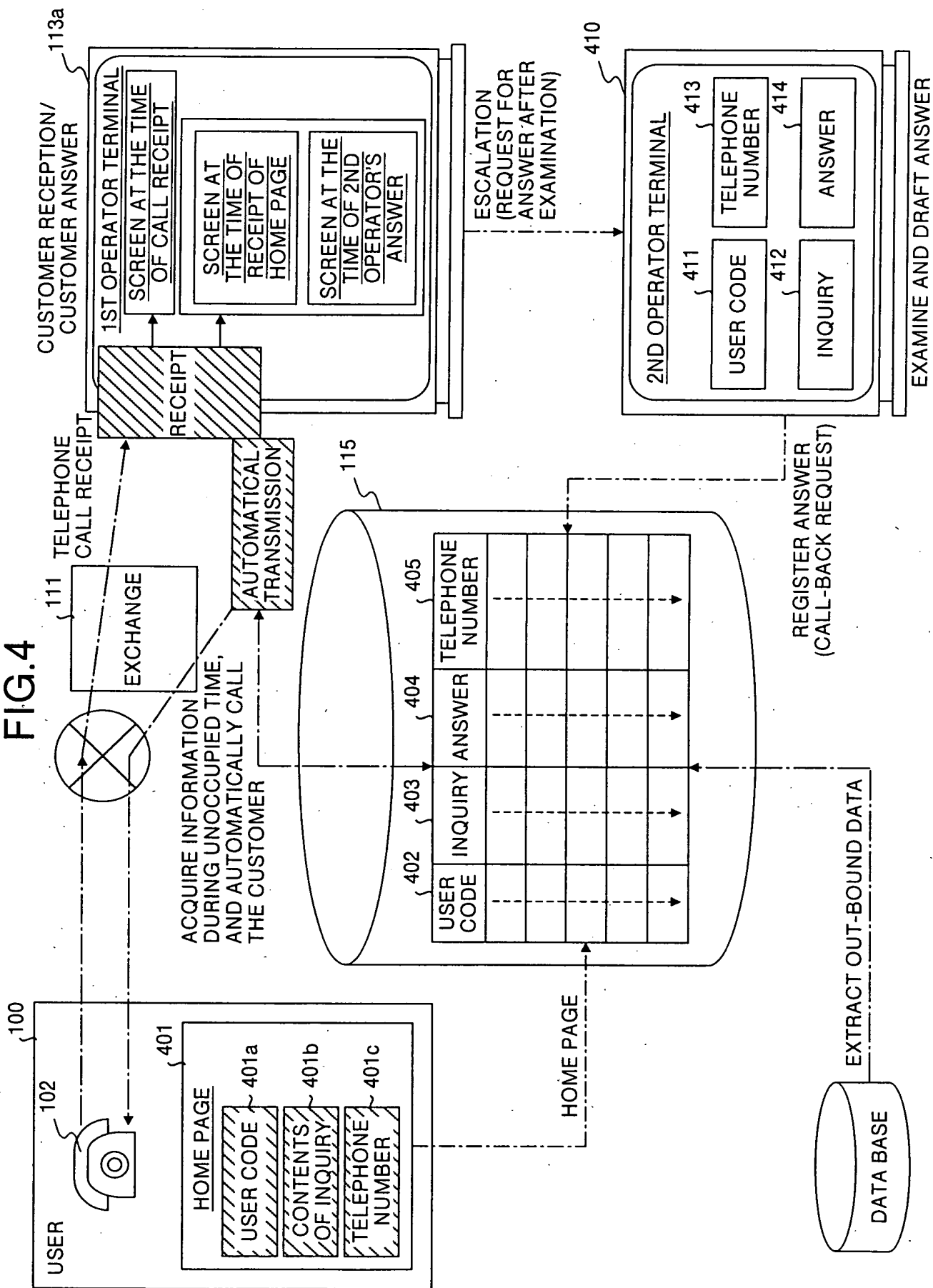


FIG. 20" 46824860

FIG. 3



**FIG. 4**



APPROVED	O.O. FIG.
BY	CLASS/SUBCLASS
DRAFTSMAN	

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FIG.5

<div> </div>		<div> <div>FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)</div> <div> </div> </div>															
LINK		<div> <div>WINDOWS UPDATE</div> <div>INTERNET START</div> </div>															
<div> <div>ITOU-KAIHATSU</div> <div>JOB HOLDER</div> <div>DEFAULT</div> <div>QUEUE</div> <div>QUEUE LIST IN CHARGE</div> <div>QUEUE LIST</div> <div>ACCOUNTING SECTION</div> <div>STOCK PARTS</div> </div>		<table border="1"> <tr> <th>TYPE</th> <th>ID</th> <th>STATE</th> <th>ELAPSED TIME (DAY)</th> <th>USER CODE</th> <th>NAME</th> <th>CATEGORY</th> </tr> <tr> <td></td> <td>271</td> <td>OPEN</td> <td>021 0027</td> <td>999999</td> <td>ANONYMOUS</td> <td>BUSINESS 1</td> </tr> </table>		TYPE	ID	STATE	ELAPSED TIME (DAY)	USER CODE	NAME	CATEGORY		271	OPEN	021 0027	999999	ANONYMOUS	BUSINESS 1
TYPE	ID	STATE	ELAPSED TIME (DAY)	USER CODE	NAME	CATEGORY											
	271	OPEN	021 0027	999999	ANONYMOUS	BUSINESS 1											
		<div> <div>CALL RECEIVED</div> <div>PLEASE ANSWER THE CALL</div> <div>RESPONSE</div> </div>															
		<div> <div>DURING RECEIPT</div> <div>PRESS THE BOTTUN</div> <div>SYSTEM 228</div> </div>															

FIG.6





			
FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)			
			
LINK		 INTERNET START	
CASE NAME UNSET 4			
NAME IN CHINESE CHARACTERS : 清水 祐子		NAME IN KANA CHARACTERS : シミズ ヒロコ	
USER CODE : 201808		ENROLLED COMPANY :	
BUSINESS TYPE CODE : 1234		DEPARTMENT : 1234	
COMPANY : 1234		RETRIEVAL OF USER ANONYMOUS CLEAR	
OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990)		CLASS :	
DATE OF FILE : 2000/01/26		19:04:33	
TELEPHONE NUMBER : 0123-45-6789			
CASE		NEXT CASE	
RETRIEVE		STORE CASE	
PAST CASE		ACQUIRE SOLUTION	
		ESCALATION	
		JOB REQUEST	
		CALL-BACK	
		SOLUTION END	
		CLOSE	
FORM OF INQUIRY : SECTION 1		CATEGORY : BUSINESS 1	
EVALUATION : NONE			
CONTENTS OF INQUIRY :		CONTENTS OF ANSWER :	
MAIL ANSWER RECEIVING END ADDRESS		TRANSMISSION HISTORY : [UN-TRANSMISSION]	
MAIL TRANSMISSION			
STAND-BY		CASE NAME UNSET 4	
SYSTEM		19:20	

FIG.7

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NEW INQUIRY

FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)

LINK WINDOWS UPDATE INTERNET START CH

ADDRESS

NEW INQUIRY

1. INPUT PERSONAL DATA

\*IF USER CODE IS INPUTTED, IT IS NOT NECESSARY TO INPUT THE OTHER ITEMS

\*PLEASE INPUT ONLY NECESSARY ITEMS

★USER CODE

\*PLEASE INPUT USER CODE BY USING HALF-SIZE FIGURES

701

COMPANY NAME

DEPARTMENT

POST

2. INPUT YOUR INQUIRY

CONTENTS OF INQUIRY SECTION 1 CATEGORY BUSINESS 1

CONTENTS OF INQUIRY

702

AT PRESENT, I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB

PLEASE TELL ME THE RELATED PROCEDURES

PAGE DISPLAYED

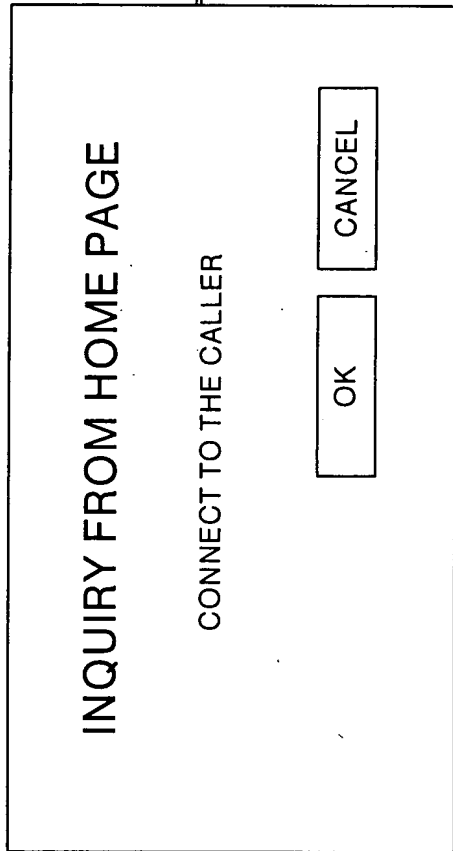
INTRANET ZONE

401

FIG. 8

NEW INQUIRY	
FILE(F) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	ADDRESS <input type="text" value="http://jinji1/ht"/>
	ADDRESS <input type="text" value="http://jinji1/ht"/>
LINK	WINDOWS UPDATE  INTERNET START
AT PRESENT, I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB. PLEASE TELL ME THE RELATED PROCEDURES.	
3. RETRIEVE INQUIRY	
☆ RETRIEVAL BASED UPON SOLUTION THIS SYSTEM RETRIEVES PAST CASES FOR THE CONTENTS OF INQUIRY	TO SOLUTION RETRIEVE SCREEN
☆ INQUIRY TO CALL CENTER THE ABOVE-MENTIONED CONTENTS OF INQUIRY ARE TRANSMITTED PLEASE SPECIFY A METHOD TO ANSWER ※ PLEASE INPUT BY HALF-SIZE FIGURES	
○ INQUIRY BY TELEPHONE (SERVICE TIME ZONE: 8:40 TO 19:00) YOU WILL HAVE A RETURN CALL TO SPECIFIED TELEPHONE NUMBER IMMEDIATELY FROM CALL CENTER. IF WE CANNOT CALL YOU FOR ANY REASON, WE WILL NOTIFY YOU OF THE STATE THROUGH AN E-MAIL	
YOUR TELEPHONE NUMBER	<input type="text" value="0123-45-6789"/> 703
E-MAIL ADDRESS	<input type="text" value="shimizu@xx.co.jp"/>
INQUIRY THROUGH E-MAIL WE WILL GIVE YOU AN ANSWER ABOUT THE INQUIRY BY E-MAIL	
E-MAIL ADDRESS FOR ANSWER	<input type="text"/>
<input type="button" value="TRANSMIT"/>	<input type="button" value="RESET"/>
○ PAGE DISPLAYED	
INTRANET ZONE	





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**FIG. 10**

FILE(E) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	
LINK	
WINDOWS UPDATE	
INTERNET START	
CASE NAME UNSET 4	
USER CODE : 201808	NAME IN CHINESE CHARACTERS : 清水 祐子
BUSINESS TYPE CODE : 1234	NAME IN KANA CHARACTERS : シミズ ヒロコ
DEPARTMENT : 1234	COMPANY : 1234
OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990)	
CLASS :	
DATE OF FILE : 2000/01/26 19:04:33	
TELEPHONE NUMBER : 0123-45-6789	
ENROLLED COMPANY :	
RETRIEVAL OF USER	
ANONYMOUS	
CLEAR	
NEXT CASE	
STORE CASE	
ACQUIRE SOLUTION	
ESCALATION	
JOB REQUEST	
CALL-BACK	
SOLUTION END	
CLOSE	
CASE NAME UNSET 4	
SYSTEM 19:20	

CASE	RETRIEVE	PAST CASE	
FORM OF INQUIRY : SECTION 1			CATEGORY : BUSINESS 1
EVALUATION : NONE			EVALUATION : NONE
CONTENTS OF INQUIRY :			
AT PRESENT, I AM ON MATERNITY LEAVE, BUT I'LL SOON RETURN TO MY OLD JOB. PLEASE TELL ME THE RELATED PROCEDURES.		CONTENTS OF ANSWER :	
MAIL ANSWER RECEIVING END ADDRESS		TRANSMISSION HISTORY ; [UN-TRANSMISSION]	
shimizu@xx.co.jp		MAIL TRANSMISSION	

TOP SECRET

FIG.11

APPROVED	C.C. FIG.
BY	CLASS
DRAFTSMAN	SUBCLASS

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FILE(E) EDIT(E) DISPLAY(V) SHIFT(G) FAVORITE(A) HELP(H)	
LINK	
CASE NAME UNSET 4	
USER CODE : 201808	NAME IN CHINESE CHARACTERS : 清水 祐子
BUSINESS TYPE CODE : 1234	DEPARTMENT : 1234
COMPANY : 1234	NAME IN KANA CHARACTERS : シミズ ヒロコ
RETRIEVAL OF USER : ANONYMOUS	ENROLLED COMPANY :
OFFICE BUILDING : OUTSIDE SYSTEM DUMMY OFFICE (9990)	CLASS :
DATE OF FILE : 2000/01/26	19:04:33
TELEPHONE NUMBER : 0123-45-6789	
CASE	
RETRIEVE	PAST CASE
FORM OF INQUIRY : SECTION 1	
CATEGORY : BUSINESS 1	EVALUATION : NONE
CONTENTS OF INQUIRY :	
AT PRESENT, I AM ON MATERNITY LEAVE , BUT I'LL SOON RETURN TO MY OLD JOB PLEASE TELL ME THE RELATED PROCEDURES	
MAIL ANSWER RECEIVING END ADDRESS : shimizu@xx.co.jp	
TRANSMISSION HISTORY : [UN-TRANSMISSION]	
MAIL TRANSMISSION	
CONTENTS OF ANSWER :	
AFTER RETURNING TO WORK, PLEASE INPUT NECESSARY ITEMS IN ACCORDANCE WITH THE MENU SCREEN IN AN XX SYSTEM WORKING CONDITIONS WILL BE DETERMINED BY YOUR SUPERIOR; THEREFORE, PLEASE GET IN TOUCH WITH HIM OR HER	
NEXT CASE	
STORE CASE	
RETRIEVE FTS	
RETRIEVE SB	
ACQUIRE SOLUTION	
ESCALATION	
JOB REQUEST	
CALL-BACK	
SOLUTION END	
CLOSE	
STAND-BY	
CASE NAME UNSET 4	
SYSTEM 19:20	